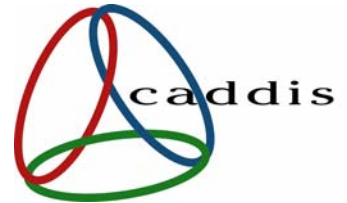# CADDIS *Connection*

August 2005

Recent Accomplishments

Pilot CCT Training – Certified CADDIS Trainer (CCT) training at the two pilot RCs was conducted from July 25th to August 5th. The system performed very well at both RCs and students expressed pleasure with the speed of the application. There were internal connectivity issues at IRC that forced the students to move to another training room midway through the CCT schedule. What exactly caused the connectivity problems is still being investigated, but once it is determined, we will let everyone know so the same issue doesn't arise at any other trainings. Feedback received on the training material and the Deloitte trainers indicated all were excellent. Thank you to both VMRC and IRC for being the CADDIS Pilots and helping us make CCT training successful.

System Testing - System Testing started on June 1st and completed on August 5th. It was conducted in 3 cycles over a 2 month period and 4000 tested cases were executed multiple times with an overall pass rate of 93%. Testing was performed mainly by the CADDIS implementation team, but participants from nine RCs (Alta, Central Valley, Far Northern, Harbor, Inland, North LA, Orange County, Valley Mountain and Westside) also assisted in testing and provided positive feedback on the functionality and maturity of the system.

RC Readiness Roadshow - Members from the CADDIS Project Management, RC Readiness and Business Process Planning teams hit the road in July to help the RC community build a better understanding of what it will take to prepare for the implementation of CADDIS. All RCs were invited to attend one of six RC Readiness meetings that took place at the East Bay, Alta, Central Valley, Westside, North LA and San Gabriel/Pomona Regional Centers between July 6th and July 21st. Topics included the RC Readiness process, BPP next steps and the CADDIS training strategy. Materials presented during the RC Readiness meetings are posted on the CADDIS website. DDS will send responses to any pending questions from the meetings to RC CADDIS Contacts and post them to the CADDIS website.

What's Next – The User Acceptance Testing (UAT) phase started on August 15th and will run for approximately 3 months. UAT will be executed by RC staff with on-site support from the CADDIS Project Team. The initial cycle of UAT will include converted data validation, in addition to execution of a series of Business Event Scripts. These Business Event Scripts have been developed and reviewed by a joint CADDIS Project and Pilot RC functional team, and cover all areas of functionality in CADDIS according to the user requirements and design specifications. The second cycle of UAT is scheduled to begin in early October and will focus on testing certain Business Event Scripts in parallel with current UFS and SANDIS processing to confirm similarity between CADDIS and the legacy applications processing.

RC Readiness Profile

This article is the second in a series, profiling how individual RCs are preparing for CADDIS. If you want to share what your RC is doing, talk to your CADDIS Contact about being included in the series.

San Gabriel/Pomona Regional Center – Strategies for Success

San Gabriel/Pomona Regional Center (SG/PRC) has been involved in many innovative activities to prepare for CADDIS. Assessing staff computer skill levels and training needs, empowering a readiness committee, participating in collaborative activities, and using some non-traditional methods of communication have proven to be successful CADDIS readiness strategies for SG/PRC.

Initially, SG/PRC contracted with a local community college to develop a Computer Skills Test to assess the current computer skill level of its staff, as related to CADDIS pre-requisites. Staff members that did not meet the minimum competency requirements for CADDIS were provided with a customized computer literacy class to ensure they would be ready to learn CADDIS. Others interested in enhancing their skills also were invited to participate in the class. Staff hired since that time receive in-house training on terminology, computer navigation skills and other related skills that are needed to use CADDIS.

Early in the project, SG/PRC convened a CADDIS Readiness Workgroup with line-staff representatives from every unit of the RC. The committee meets monthly to receive updated information and provide input to the implementation process. Workload and task assignment issues have been discussed and solutions developed. In addition, there have been meetings with the CADDIS Implementation Team, which is comprised of management and supervisory staff. Everyone has the opportunity to bring their questions and concerns forward, as well as the responsibility to take information back to their respective units and departments.

SG/PRC staff members have been involved in many CADDIS implementation activities, including design sessions, tool kit development, User Acceptance Testing, and Business Process Planning sessions. Carol Tomblin, Director of Community Services, has been an active member of the CADDIS Steering Committee since its inception. SG/PRC has hosted several regional CADDIS meetings and trainings.

Not all of SG/PRC's preparation strategies could be described as "serious business." Fun and humor have proved to be effective communication strategies as well. SG/PRC has held several CADDIS Contests, such as the "CADDIS Wildest Rumor Contest", awarding prizes to participants. Each "All Staff" meeting includes a fun presentation such as a "Top 10 List" of how

CADDIS will benefit the RC. The Executive Director got in on the fun by wearing a CADDIS Jack (Cracker Jack) costume for Halloween in October 2003 and handed out boxes of CADDIS Jacks!

SGP/RC is enthusiastic about the readiness process and committed to the implementation of CADDIS. They offer this suggestion: "Embrace CADDIS – take it seriously and get enrollment from your staff. Believe that CADDIS is going to enhance our Regional Center system and seek support from other Regional Centers, if needed."

If you have questions about SG/PRC's preparation for CADDIS, you can call Carol Tomblin at (909) 868-7521, Tricia Vannucci at (909) 868-7693, or Raquel Sandoval at (909) 868-7501.

Does CADDIS Speak Dragon?

Q:

Will RCs be able to use voice recognition, or voice-to-text, software with CADDIS?

A:

Yes, Dragon Naturally Speaking 8 has been tested successfully with CADDIS. While earlier versions of Dragon Naturally Speaking work on programs loaded on individual PCs, only version 8 (or subsequent versions) works with web-based products such as CADDIS. If your RC is interested in purchasing upgrades or new versions of this software at government rates, you may contact ScanSoft's government representative, Tim Citro, at (781)-565-5186.

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Did You Know?

Did you know CADDIS has a service plan library that can make customizing Consumers' IPPs and IFSPs easier?

CADDIS' service plan library is a tool that provides RCs with templates of goals (focus items), objectives (measurables), services and providers for Consumers. Each RC has the option of using the templates that accompany CADDIS, modifying or deleting those templates, or creating new templates specific to the RC. The templates reflect those services most commonly provided at the RC, such as respite, transportation, and day program activities. The language can then be customized for each individual Consumer. Additionally, each template can be associated to an IPP, IFSP, or both.

A list of service plan library templates that are included in CADDIS will be posted to the CADDIS website in September so those RCs planning to use the library can begin customizing the templates or creating their own.

Do you have a suggestion for a CADDIS Connection article or FAQ? We want to hear it! Please send your suggestions to Tamara Wheeler, DDS CADDIS Project, at twheeler@dds.ca.gov